

New Hampshire Fire Standards & Training
And Emergency Medical Services
in cooperation with the National Fire Academy
presents...

F602

Shaping the Future

CREF # 2318NFA1

This two-day course is designed to assist first- and second-level supervisors and Company Officers (COs) in developing knowledge and skills in contemporary approaches to organizational problem-solving. Topics include use of creative approaches to identifying trends within their organizations; applying problem-solving methodologies; the importance and application of continuous improvement within organizations; how to quantify problems and solutions; factors in organizational and individual resistance to change; and strategies for implementing change. The course incorporates facilitated, student-centered methodologies, including lecture, small and large group activities, and individual assessments.

Target audience may include: First- and second-level supervisors and COs who are upwardly mobile within their organizations and whose department head wishes to prepare them for increased managerial responsibility, Administrative officers who are responsible for significant staff functions within the organization and who report directly to top management & Emergency Service workers assigned to positions with decision-making responsibilities.

WHEN:	Thursday & Friday September 21 & 22 2017 8:00AM to 4:00PM
WHERE:	Richard M. Flynn Fire Academy 98 Smokey Bear Boulevard Concord, NH
COST:	FREE
HOW TO REGISTER:	Obtain a Federal Student Identification (SID) number through FEMA Register online by clicking on this CREF #: 2318NFA1 OR... Submit a completed NHFSTEMS General Admissions Application . Applications can be submitted in person, by mail, or by fax . Scanned Applications can be emailed to nhfaadmissions@dos.nh.gov

*Application Window:
June 21 through September 14, 2017*

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